



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending December 31, 2009

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	2.20	2.10	2.80	2.37
B. Operator Answer Time - Information [730.510(a)(1)]	8.13	7.12	8.18	7.81
C. Repair Office Answer Time [730.510(b)(1)]	11.00	12.00	10.00	11.00
D. Business or Customer Service Answer Time [730.510(b)(1)]	11.00	24.00	15.00	16.67
E. Percent of Service Installations [730.540(a)]	98.99%	93.27%	97.08%	96.45%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	94.83% *	81.82% *	100.00%	92.22% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	2.00	1.80	2.60	2.13
H. Percent Repeat Trouble Reports [730.545(c)]	6.00%	12.00%	4.00%	6.97%
I. Percent of Installation Trouble Reports [730.545(f)]	9.09%	3.85%	2.92%	5.29%
J. Missed Repair Appointments [730.545(h)]	7	18	8	11
K. Missed Installation Appointments [730.540(d)]	1	7	4	4

Comments



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Frontier Communications - Midland, Inc.
for quarter ending December 31, 2009